**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO. 1140**

**DATE OF PUBLICATION: FRIDAY, 25 MARCH 2022**

**INTERNAL QUESTION PAPER 12 – 2022**

**1140. Ms B M van Minnen (DA) to ask the Minister of Home Affairs:**

What steps will he take to ensure that (a) citizens are treated with dignity and (b) the old and infirm are particularly assisted at the offices of his department that are located in Somerset West Main Road in Helderberg, Western Cape, that are heavily congested and oversubscribed (details furnished)? NW1392E

**REPLY:**

1. District Manager: Operations and Office Manager to ensure compliance to basic queue management principles of communicating with clients at regular intervals and to educate the staff to conduct themselves in a professional manner.
2. All offices prioritise the aged, persons with disabilities, pregnant mothers, mothers with babies as well as school learners in uniform. The Departmental Service Charter is displayed in front offices and staff pause areas and two (2) front office clerk posts will be filled before July 2022.

**END**